ATTACHMENT J-4C

J-4C SERVICE LEVEL SURVEILLANCE PLAN

The Contractor's performance for Enterprise Applications Service Technologies (EAST), as explained in Attachment **J-1**, *Performance Work Statement (PWS),* and Section B, shall be evaluated using this Surveillance Plan. The Service Levels to be evaluated are outlined below. The method for determining price deductions for failure to meet Service Levels is described in Attachment **J-4A**, *Service Level Method*. The specific Service Level targets for each Service Level are defined in Attachment **J-4B**, *Service Level Matrix***.**

1. NEACC FACTORY – SATISFACTION RATING

1. NEACC Factory – Satisfaction Rating	
1.1 Customer Satisfaction Rating	
Critical Service Level	
Service Level Description	The Government Technical Monitors' satisfaction level with the Contractor's contribution to the key goals of I^3P and the EAST contract: Overall Quality, Efficiency, Integration, and Technical Innovation.
Definitions	Primary goals of this contract are the achievement of operational efficiencies leading to reduced cost and increased capacity within NASA's Enterprise Applications Competency Center (NEACC) factory, seamless integration with other I^3P services, and Technical Innovation. Therefore it is important that the Contractor demonstrate progress in achieving these goals over time. These critical areas of performance are difficult to measure in a purely objective manner, unlike objective Service Levels defined for 3.1 Applications Maintenance and 3.2 Applications Enhancement. To address this important area of performance the Contracting Officer's Technical Representative (COTR) will administer a monthly NEACC Technical Monitor Survey to evaluate the Contractor's success in achieving Technical Excellence. A copy of the Office of Chief Information Officer (OCIO) Monitor Survey Questionnaire is included at the end of this attachment. The COTR shall, on a monthly basis, distribute the OCIO Monitor Survey questionnaire to each of the contract monitors (approximately 10-12 monitors) within OCIO. Each survey respondent will provide performance evaluation input using available information (e.g. surveillance, customer surveys) and forward the results to the COTR.
Hours of Operation	N/A
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	The Efficiency Rating score will be based on a Rating score from 1 – 5.
Measurement	These critical areas of performance are difficult to measure in a purely objective manner, unlike objective Service Levels defined for 3.1 Applications Maintenance and 3.2 Applications Enhancement. To address this important area of performance the COTR will administer a monthly NEACC Technical Monitor Survey to evaluate the Contractor's success in achieving Technical Excellence. A copy of the OCIO Monitor Survey Questionnaire is included at the end of this attachment. NEACC Technical Monitors shall, on a monthly basis, provide a completed Monitor Survey questionnaire to the COTR.

ATTACHMENT J-4C

1. NEACC Factory – Satisfaction Rating	
1.1 Customer Satisfaction Rating	
Critical Service Level	
	Ratings of poor, fair, good, very good, and excellent will be assigned to the different performance areas which are shown below: • Overall Quality of Work – Contractor's ability to consistently deliver quality work in all areas of the NEACC factory • Efficiency – Contractor's contribution to the achievement of operational efficiencies leading to reduced cost and increased capacity within the NEACC factory • I^3P Integration – Contractor's contribution to the development and maturation of NASA Enterprise Information Technology Services under the I^3P and the use of the ITIL Version 3.0 processes • Technical Innovation – Contractor's delivery of innovative and leading-edge technical solutions • Small Business Goals – Contractor's successful execution of Small Business utilization goals Ratings for each of these performance areas will be scored on a scale of 1-5 as follows: RATING DESCRIPTION NUMERICAL SCORE Excellent - 5 Performance is consistently of high quality with only negligible issues. Performance exceeds standard by a substantial margin, with few elements for improvement, all of which are minor. Very Good - 4 Performance is generally above average with only minor issues. Performance exceeds standard; and although there may be several elements for improvement, these are more than offset by better performance in other elements. Good - 3 Average performance level from a competent contractor with few issues noted. Performance is considered standard; and elements for improvement are approximately offset by better performance in other elements. Fair - 2 Generally average performance but several performance issues noted. Performance is less than standard; and although there are elements of standard or better performance, these are more than offset by lower performance in other elements. Poor -1 Numerous performance issues noted. Performance is less than standard by a substantial margin; and

1. NEACC Factory – Satisfaction Rating	
1.1 Customer Satisfaction Rating	
Critical Service Level	
	there are many elements for improvement which are not offset by better performance in other areas.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

2. APPLICATIONS MAINTENANCE

2. Applications Maintenance	
2.1 Critical Application Availability	
Critical Service Level	
Service Level Description	The percentage of time that critical applications are Available during their Scheduled Uptime, as defined in Appendix B Availability Schedule.
Definitions	Critical Applications consist of all NEACC production applications across all Lines of Business, excluding those within the NEACC Support Systems Line of Business.
Hours of Operation	24 X 7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	Availability = (Actual Uptime / Scheduled Uptime) x 100% in each calendar month For example, if a Critical Application was expected to be available for normal business use 24 hours per day, 7 days per week, except during a mutually agreed Maintenance Window, (using a 4-hour hypothetical Maintenance Window) the Scheduled Uptime for this system would be 9,840 minutes per week ((60 [minutes] * 24 [hours] * 7 [days]) – (60 [minutes] * 4 [hours])). If the Actual Uptime for this Critical Application during a month (in this example, 28 days) was 39,160 minutes, Availability for that month would be 99.59 ((39,160 minutes / 39,360 minutes) * 100) or 99.59%.
Measurement	The Contractor will employ a suitable monitoring tool to measure and report actual availability. Monthly performance reports will calculate actual service level measurements as described above. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Downtime excludes any period that the environment is not Available due to scheduled (Refer to Appendix B Availability Schedule) or unscheduled Downtime or outages at the direction of NEACC Management, or due to errors in, or the restoration of, functionality or data related to underlying system or network functions managed by another Contractor, except those conditions where the Contractor is responsible for the system error.

2. Applications Maintenance	
2.2 Customer Satisfaction on Ticket Closure	
Critical Service Level	
Service Level Description	The Customer's satisfaction level with Contractor's overall service related to

2. Applications Maintenance	
2.2 Customer Satisfaction on Ticket Closure	
Critical Service Level	
	Incident Ticket Closure, as measured by the NASA Enterprise Service Desk.
Definitions	NASA's satisfaction will be measured among business users whose functional enhancements are approved, IT staff that participate in the minor enhancement activities, and NASA's members of the Governance structure as defined in the Agreement.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	The Customer's satisfaction score will be based on a Rating score from 1 – 5.
Measurement	The measurement will be based on manual/automated surveys sent by the NASA Enterprise Service Desk to Customers concerning Closure of their Ticket. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	The Customer Satisfaction on Ticket Closure measure will be allocated 0% of the Maximum Price Deduction for Failure to meet Service Level Standards when the measurement response rate is below 35% for the measurement window.

2. Applications Maintenance	
2.3 Application Security Compliance	
Critical Service Level	
Service Level Description	The percentage of NEACC applications and systems that are compliant with Government Security Requirements.
Definitions	Definitions of Severity and Resolution are located in Appendix A of this document. Definitions of Government Security Requirements are documented in the Attachment **J-1**, Appendix **A**, Cross-Functional Requirements.
Hours of Operation	N/A
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the total number of such applications and systems that do not meet Government Security Requirements and/or have any Security Finding(s) against them, and expressing the result as a percentage, by (ii) the number of NEACC applications and systems that must meet Government Security Requirements. Application Security Compliance = (# of relevant NEACC applications and systems with one or more Security Findings / # of relevant NEACC applications and systems) x 100%. For example, if 100 NEACC applications and systems must meet Government Security Requirements, and 10 of the applications or systems have one of more Security Findings against them, the Application Security Compliance Rate is 90%.
Measurement	The measurement will be based on an audit of NEACC systems' compliance with all requirements as outlined in Attachment **J-1**, Appendix **A**, *Cross Functional Requirements, Section 6*, *Common IT Security Requirements*."Security Compliance Rate" means the percentage of applications and systems that meet all Government Security Requirements. The service level target represents an average that shall be achieved over the

2. Applications Maintenance	
2.3 Application Security Compliance	
Critical Service Level	
	monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

2. Applications Maintenance	
2.4 Support Application Availability	
Key Performance Indicator	
Service Level Description	The percentage of time that NEACC Support Applications are Available during their Scheduled Uptime.
Definitions	All NEACC applications within the NEACC Support Systems Line of Business
Hours of Operation	24 X 7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	Availability = (Actual Uptime / Scheduled Uptime) x 100% in each calendar month For example, if a Support Application was expected to be available for normal business use 24 hours per day, 7 days per week, except during a mutually agreed Maintenance Window, (using a 4-hour hypothetical Maintenance Window) the Scheduled Uptime for this system would be 9,840 minutes per week ((60 [minutes] * 24 [hours] * 7 [days]) – (60 [minutes] * 4 [hours])). If the Actual Uptime for this Support Application during a month (in this example, 28 days) was 39,160 minutes, Availability for that month would be 99.59 ((39,160 minutes / 39,360 minutes) * 100) or 99.59%.
Measurement	Contractor will employ a suitable monitoring tool to measure and report actual availability. Monthly performance reports will calculate actual service level measurements as calculated above. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Downtime excludes any period that the environment is not Available due to scheduled or unscheduled Downtime or outages at the direction of NEACC Management, or due to errors in, or the restoration of, functionality or data related to underlying system or network functions managed by another Contractor, except those conditions where the Contractor is responsible for the system error.

2. Applications Maintenance	
2.5 Incident Closure – Complete CMDB	
Critical Service Level	
Service Level Description	The rate at which the Contractor successfully updates the CMDB and all required documentation prior to closing a ticket with the Enterprise Service Desk that requires CMDB updates.
Definitions	The NASA Enterprise Service Desk will audit CMDB compliance and provide data on the rate of successful completion.
Hours of Operation	24x7

2. Applications Maintenance	
2.5 Incident Closure – Complete CMDB	
Critical Service Level	
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	The Incident Closure – Complete CMDB measure will be based on statistical sampling audits performed by the NASA Enterprise Service Desk. Incident Closure – Complete CMDB = (# of tickets audited / # of tickets with complete CMDB entries) * 100.
Measurement	The measurement will be based on statistical sampling audits performed by the NASA Enterprise Service Desk. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.1 Quality Measure 1: Severity 1 Resolution w/n 4 Hours	
Critical Service Level	
Service Level Description	The percentage of Severity 1 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix A of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Severity 1 Incidents resolved within the target response time, by (ii) the total number of Severity 1 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100% For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.
Measurement	The "Resolution Time" is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Excludes wait time for DB re-loads, tape retrieval, or Government approved 'hold' conditions as defined in Attachment **J-17**, NEACC Process Guidelines.

2. Applications Maintenance
2.6 Incident Resolution Time
2.6.2 Quality Measure 2: Severity 1 Resolution w/n 8 Hours
Critical Service Level

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.2 Quality Measure 2: Severity 1 Resolution w/n 8 Hours	
Critical Service Level	
Service Level Description	The percentage of Severity 1 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix A of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Severity 1 Incidents resolved within the target response time, by (ii) the total number of Severity 1 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100% For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.
Measurement	The "Resolution Time" is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Excludes wait time for DB re-loads, tape retrieval, or Government approved 'hold' conditions as defined in Attachment **J-17**, NEACC Process Guidelines.

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.3 Quality Measure 3: Severity 2 Resolution w/n 8 Primary Business Hours	
Critical Service Level	
Service Level Description	The percentage of Severity 2 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix A of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Severity 2 Incidents resolved within the target response time, by (ii) the total number of Severity 2 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100% For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.3 Quality Measure 3: Severity 2 Resolution w/n 8 Primary Business Hours	
Critical Service Level	
	98%.
Measurement	The "Resolution Time" is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Excludes wait time for DB re-loads, tape retrieval, or Government approved 'hold' conditions as defined in Attachment **J-17**, NEACC Process Guidelines.

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.4 Quality Measure 4: Severity 2 Resolution w/n 16 Primary Business Hours	
Critical Service Level	
Service Level Description	The percentage of Severity 2 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix A of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Severity 1 Incidents resolved within the target response time, by (ii) the total number of Severity 1 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100% For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.
Measurement	The "Resolution Time" is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Excludes wait time for DB re-loads, tape retrieval, or Government approved 'hold' conditions as defined in Attachment **J-17**, NEACC Process Guidelines.

2. Applications Maintenance
2.6 Incident Resolution Time
2.6.5 Quality Measure 5: Severity 3 Resolution w/n 24 Primary Business Hours
Critical Service Level

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.5 Quality Measure 5: Severity 3 Resolution w/n 24 Primary Business Hours	
Critical Service Level	
Service Level Description	The percentage of Severity 3 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix A of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Severity 1 Incidents resolved within the target response time, by (ii) the total number of Severity 1 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100% For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.
Measurement	The "Resolution Time" is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.6 Quality Measure 6: Severity 3 Resolution w/n 48 Primary Business Hours	
Critical Service Level	
Service Level Description	The percentage of Severity 3 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix A of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Severity 1 Incidents resolved within the target response time, by (ii) the total number of Severity 1 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100% For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.
Measurement	The "Resolution Time" is measured as the elapsed time between the time the

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.6 Quality Measure 6: Severity 3 Resolution w/n 48 Primary Business Hours	
Critical Service Level	
	applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.7 Quality Measure 7: Severity 4 Resolution w/n 8 Business Days	
Critical Service Level	
Service Level Description	The percentage of Severity 4 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix A of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Severity 1 Incidents resolved within the target response time, by (ii) the total number of Severity 1 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100% For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.
Measurement	The "Resolution Time" is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

2. Applications Maintenance	
2.7 Master Data On-Time Completion Rate	
2.7.1 Quality Measure 9: Master Data Emergency – Completed w/n 1 Business Day	
Critical Service Level	
Service Level Description	The percentage of Emergency Master Data requests the Contractor responds to within the target response time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix A of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*

2. Applications Maintenance	
2.7 Master Data On-Time Completion Rate	
2.7.1 Quality Measure 9: Master Data Emergency – Completed w/n 1 Business Day	
Critical Service Level	
Calculation	This Service Level is computed by dividing (i) the number of Emergency Master Data requests completed within the target resolution time, by (ii) the total number of Emergency Master Data requests resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolution of Emergency Master Data requests) / (total # of Emergency Master Data requests)) x 100% For example, if Contractor logs 50 requests in this category during a Measurement Window, and resolves 49 of those requests within the target Completion time, then the results for that Measurement Window would be 98%.
Measurement	The "Completion Time" is measured as the elapsed time between the time the Master Data request was received by the EAST Tier 2 Help Desk to the time the requests is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

2. Applications Maintenance	
2.7 Master Data On-Time Completion Rate	
2.7.2 Quality Measure 10: Master Data Requests - Completed w/n 16 Center Business Hours	
Critical Service Level	
Service Level Description	The percentage of Master Data requests the Contractor responds to within the target response time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix A of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Master Data requests completed within the target resolution time, by (ii) the total number of Master Data requests resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolution of Master Data requests) / (total # of Master Data requests)) x 100% For example, if Contractor logs 50 requests in this category during a Measurement Window, and resolves 49 of those requests within the target Completion time, then the results for that Measurement Window would be 98%.
Measurement	The "Completion Time" is measured as the elapsed time between the time the Master Data request was received by the EAST Tier 2 Help Desk to the time the requests is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

2. Applications Maintenance	
2.`7 Master Data On-Time Completion Rate	
2.7.3 Quality Measure 11: Master Data Requests – Purchasing Groups, Release Strategies, Location/Building, Etc.	
Critical Service Level	
Service Level Description	The percentage of Master Data requests the Contractor responds to within the target response time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix A of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Master Data requests completed within the target resolution time, by (ii) the total number of Master Data requests resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolution of Master Data requests) / (total # of Master Data requests)) x 100% For example, if Contractor logs 50 requests in this category during a Measurement Window, and resolves 49 of those requests within the target Completion time, then the results for that Measurement Window would be 98%.
Measurement	The "Completion Time" is measured as the elapsed time between the time the Master Data request was received by the EAST Tier 2 Help Desk to the time the requests is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

2. Applications Maintenance	
2.8 Incident Service Level Failure Rate	
Critical Service Level	
Service Level Description	The percentage of open Incidents remaining open past their target resolution date/time.
Definitions	Definitions of Severity and Resolution are located in Appendix A of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of open Incidents and Master Data requests across all Lines of Business, by (ii) the total number of open Incidents and Master Data requests that are currently open past their targeted resolution / complete data/time, and expressing the result as a percentage. Incident Service Level Failure Rate = ((# of open Incidents and Master Data Requests) / (# of open Incidents and Master Data Requests open past their target resolution date/time)) x 100%

2. Applications Maintenance	
2.8 Incident Service Level Failure Rate	
Critical Service Level	
	For example, if 100 requests are open during a Measurement Window, and 10 of the requests have not been resolved within their original targeted resolution date/time, the Incident Backlog Rate is 10%.
Measurement	The "Incident Service Level Failure Rate" is measured as the percentage of open Incidents that have exceeded their target resolution date/time. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

3. APPLICATIONS ENHANCEMENT

3. Production Support: All Computing Operations	
3.1 Quality Measure 8: On-Schedule Delivery	
Critical Service Level	
Service Level Description	The percentage of completed Applications Enhancement requests delivered by the agreed-upon Due Date
Definitions	On-Schedule Delivery means that a request is completed and delivered for inclusion in a release on or before the Target Due Date for that request.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B**, *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of completed Applications Enhancement requests by (ii) the total number of such requests that are completed after their agreed-to Delivery Date. On-Schedule Delivery = ((# of completed Applications Enhancement requests) / (# of Applications Enhancement requests delivery after their agreed-to Delivery Date)) x 100% For example, if Contractor completes 10 Applications Enhancement requests during a Measurement Window, and 1 of those requests is delivered after the agreed-to Delivery Date, then the results for that Measurement Window would be 90%.
Measurement	"Delivery Date" means the date that Contractor has agreed to Deliver the request to NASA in completed form. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

3. Production Support: All Computing Operations	
3.2 Percentage of Incidents Caused by Applications Enhancements	
Critical Service Level	
Service Level Description	The percentage of 3.1 Incidents for which there is a direct link to an Applications Enhancement delivered by the Contractor.
Definitions	A 3.1Incident is an Incident that is logged and worked as part of 3.1 Applications Maintenance. A direct link between a 3.1 Incident and an Applications Enhancement exists if the Incident was caused by any area or component associated with the Enhancement.

3. Production Support: All Computing Operations	
3.2 Percentage of Incidents Caused by Applications Enhancements	
Critical Service Level	
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	The percentage of 3.1 Incidents for which there is a direct link to an Applications Enhancement delivered by the Contractor. Percentage of Incidents Resulting from Applications Enhancements = (# of closed Incidents directly linked to Applications Enhancements / # of closed Incidents) * 100.
Measurement	The Contractor shall measure the number of Incidents closed in a month and shall also track which of these closed Incidents is related to an Applications Enhancement. The measurement window is monthly. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Exclude Applications Enhancements or updates that were not delivered by the Contractor (e.g. vendor patches).

3. Production Support: All Computing Operations	
3.3 Timely Tracking of Application Point Burn Down	
Critical Service Level	
Service Level Description	The percentage of Applications Enhancement service requests that accurately reflect the current Application Point burn down, based on the Contractor's method for burn down tracking.
Definitions	Application Point burn down reflects the level of completion of the overall request. Timely tracking means that Application Points are reflected as burned down as soon as possible after the work has been completed.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	The percentage of Applications Enhancement service requests that accurately reflect the current Application Point burn down, based on the Contractor's method for burn down tracking in accordance with DRD No. 1293MA-007 - *Application Point Capacity Management Plan.*
Measurement	The Contractor shall provide a capability to measure the number of Applications Enhancement service requests that accurately track current burn down rates. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

3. Production Support: All Computing Operations	
3.4 Successful Demonstration of Accomplished Application Points	
Critical Service Level	
Service Level Description	The percentage of accomplished Application Points that can be credibly demonstrated to the Government as being complete.
Definitions	Credible demonstration of accomplished Application Points entails demonstrating working or documented functionality or deliverables to the Government.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*

3. Production Support: All Computing Operations	
3.4 Successful Demonstration of Accomplished Application Points	
Critical Service Level	
Calculation	The percentage of Applications Enhancement service requests in a statistical sample that credibly demonstrate the completion of burned down Application Points, according to the Contractor's method for burn down tracking in accordance with DRD No. 1293MA-007 - *Application Point Capacity Management Plan.*.
Measurement	The Government will conduct a monthly statistical sample across Applications Enhancement requests to ensure that burned down Application Points can be credibly demonstrated. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

4. DELIVERY FUNCTIONS

4. Delivery Functions	
4.1 Resource Continuity – Factory Management	
Key Performance Indicator	
Service Level Description	The quarterly turn-over percentage of Contractor Staff assigned to the Factory Management function.
Definitions	Resource Continuity measures the percentage of staff retained within a specific Delivery Function over a span of time.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B**, *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Contractor resources allocated to the Delivery Function by (ii) the total number of resources assigned to the function that left the contract within the past Measurement Window. Resource Continuity = ((# of resources) / (# of resources to leave the contract)) x 100% For example, if the resource allocation for the area is 10, and 1 resource leaves the project during the Measurement Window, the Resource Continuity score would be 90%.
Measurement	"Resource Continuity" means the percentage of staff retained within a specific Delivery Function.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

4. Delivery Functions	
4.2 Resource Continuity – Application Functional Support	
Key Performance Indicator	
Service Level Description	The quarterly turn-over percentage of Contractor Staff assigned to the Application Functional Support function.
Definitions	Resource Continuity measures the percentage of staff retained within a specific Delivery Function over a span of time.

4. Delivery Functions	
4.2 Resource Continuity – Application Functional Support	
Key Performance Indicator	
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Contractor resources allocated to the Delivery Function, by (ii) the total number of resources assigned to the function that left the contract within the past Measurement Window. Resource Continuity = ((# of resources) / (# of resources to leave the contract)) x 100% For example, if the resource allocation for the area is 10, and 1 resource leaves the project during the Measurement Window, the Resource Continuity score would be 90%.
Measurement	"Resource Continuity" means the percentage of staff retained within a specific Delivery Function.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

4. Delivery Functions	
4.3 Resource Continuity – Application Development	
Key Performance Indicator	
Service Level Description	The quarterly turn-over percentage of Contractor Staff assigned to the Application Development function.
Definitions	Resource Continuity measures the percentage of staff retained within a specific Delivery Function over a span of time.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Contractor resources allocated to the Delivery Function, by (ii) the total number of resources assigned to the function that left the contract within the past Measurement Window. Resource Continuity = ((# of resources) / (# of resources to leave the contract)) x 100% For example, if the resource allocation for the area is 10, and 1 resource leaves the project during the Measurement Window, the Resource Continuity score would be 90%.
Measurement	The "Resource Continuity" is measured as the percentage of staff retained within a specific Delivery Function.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

4. Delivery Functions	
4.4 Resource Continuity –Applications Technical Operations & Maintenance (ATOM)	
Key Performance Indicator	
Service Level Description	The quarterly turn-over percentage of Contractor Staff assigned to the ATOM function.

4. Delivery Functions	
4.4 Resource Continuity –Applications Technical Operations & Maintenance (ATOM)	
Key Performance Indicator	
Definitions	Resource Continuity measures the percentage of staff retained within a specific Delivery Function over a span of time.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Contractor resources allocated to the Delivery Function, by (ii) the total number of resources assigned to the function that left the contract within the past Measurement Window. Resource Continuity = ((# of resources) / (# of resources to leave the contract)) x 100% For example, if the resource allocation for the area is 10, and 1 resource leaves the project during the Measurement Window, the Resource Continuity score would be 90%.
Measurement	"Resource Continuity" means the percentage of staff retained within a specific Delivery Function.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

4. Delivery Functions	
4.5 Resource Continuity – Information Assurance	
Key Performance Indicator	
Service Level Description	The quarterly turn-over percentage of Contractor Staff assigned to the Information Assurance function.
77Definitions	Resource Continuity measures the percentage of staff retained within a specific Delivery Function over a span of time.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Contractor resources allocated to the Delivery Function, by (ii) the total number of resources assigned to the function that left the contract within the past Measurement Window. Resource Continuity = ((# of resources) / (# of resources to leave the contract)) x 100% For example, if the resource allocation for the area is 10, and 1 resource leaves the project during the Measurement Window, the Resource Continuity score would be 90%.
Measurement	"Resource Continuity" means the percentage of staff retained within a specific Delivery Function.
Requirements and Dependencies	None.
Exceptions and Exclusions	None.

ATTACHMENT J-4C

Appendix A: Severity Level Definitions

Severity 1 problems are immediate and total loss of application accessibility. Examples include:

Severity 2 problems are significant loss of critical business functions.

Severity 3 problems are partial loss of critical business functions.

Severity 4 problems are partial loss of critical business functions for individual users.

Severity Level Examples from Financial Line of Business

Severity 1:

- All users unable to access Core Financial SAP R/3

Severity 2:

- **Period End** closing problems.
  (Period End refers to month end, quarter end and year-end.)
- **Daily disbursements**
  - Treasury Interface
  - Accounts Payable

Severity 3:

- Multiple users unable to execute functions within
  - Financial Reporting /Standard General Ledger (SGL)
  - Full Cost
  - Accounts Receivable
  - Purchase Order (PO) to Payment Confirmation
  - Purchasing
  - Bank Card
  - Business Warehouse (BW)
- Multiple users unable to print
- Multiple users experience errors in accessing tools or submitting products from tools
- Total loss of non-critical business functions

- Total loss of multiple users productivity

Severity 4:

- Individuals unable to execute functions within*:*
  - Financial Reporting /SGL
  - Full Cost
  - Accounts Receivable
  - PO to Payment Confirmation
  - Purchasing
  - Bank Card
  - Business Warehouse (BW)
- Individual users experience errors in accessing SAP tools or submitting products from tools
- Total loss of an individual's productivity

Appendix B: Availability Schedule

Availability Schedule	Description
Primary Business Hours requirements: 0600 – 1900 (Central Time (CT)) Mon – Fri	• Time during which users are able to access the NEACC systems and perform work.
Secondary Business Hours requirements: 1900 – 2400 (CT) Mon – Sun	• Time during which users are able to access the NEACC systems and perform work. • User accessing the system during the batch-processing window may experience less than optimal response times.
Prescribed hours for **Backup Hours**: Incremental: 2400 – 0400 (CT) Monday – Sunday	• The application will be available during this time for online users, albeit in lower performance levels.
System Maintenance windows: 0400 – 0600 (CT) Wednesday 1900 – 2100 (CT) Thursday (migration window) 0400 – 1200 (CT) Saturday 0400 – 1400 (CT) Sunday	• Times that have been designated as the window during which the application might be unavailable on prior notice (3 business days) for weekly backups, ongoing preventive maintenance, application updates or other such activities.

ATTACHMENT J-4C

OCIO Monitor Survey Questionnaire

Date:

Monitor Name:

Functional Area:

Performance Area:	1- Poor	2- Fair	3- Good	4-Very Good	5- Excellent
1. Overall Quality of Work - Contractor's ability to consistently deliver quality work in all areas of the NEACC factory					
2. Efficiency – Contractor's contribution to the achievement of operational efficiencies leading to reduced cost and increased capacity within the NEACC factory					
3. I^3P Integration – Contractor's contribution to the development and maturation of NASA Enterprise Information Technology Services under the I^3P					
4. Technical Innovation - Contractor's delivery of innovative and leading-edge technical solutions					
5. Small Business Goals – Contractor's successful execution of Small Business utilization goals					

ATTACHMENT J-4C

To be completed by COTR

Ratings:

Poor = Numerous performance issues noted.

Fair = Generally average performance but several performance issues (three or more).

Good = Average performance level from a competent contractor with few issues noted.

Very Good = Performance is generally above average with only minor issues.

Excellent = Performance is consistently of high quality with only negligible issues.